United Nations DP/2008/34

Executive Board of the
United Nations Development
Programme and of the
United Nations Population Fund

Distr.: General
4 April 2008

Original: English

Annual session 2008
16 to 27 June 2008, Geneva
Item 16 of the provisional agenda
United Nations Volunteers

United Nations Volunteers
Report of the Administrator

Summary

The present report provides an overview of the performance of the United Nations Volunteers (UNV) programme in 2006-2007, and information on results achieved in areas where UNV is making distinctive contributions to programme countries and United Nations system-wide efforts towards peace and development, including the Millennium Development Goals. The structure follows the UNV business model, as presented in the Administrator's previous report to the Executive Board.

The annexes to this report, posted on the Executive Board website, present the statistical overview on UNV volunteers and the financial overview of UNV.

Elements of a decision

In taking note of the present report, the Executive Board may wish to:

Express appreciation for the continued expansion of UNV activities and for progress made in operationalizing its business model and reporting on results;

Welcome initiatives taken to develop new partnerships and enhance the substantive contributions made by UNV to building capacities and promoting volunteerism in support of programme countries;

Note, in that regard, the catalytic role of resources from the Special Voluntary Fund (SVF) in supporting pilot interventions and research to promote volunteerism for development;

Commend UNV for results in gender parity at senior levels and among staff, as well as progress in programmatic gender mainstreaming; and

Encourage the continued leadership of UNV in follow-up reporting on the International Year of Volunteers 2001 (IYV) and preparations for IYV+10.

08-29565 (E) 300408

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I. Introduction

1. The present report provides an overview of the performance of the UNV programme during 2006-2007, coinciding with the roll-out of the business model and results framework presented to the Executive Board in 2006. This is reflected in the structure and content of the report.

2. In decision 2006/18, the Executive Board invited the Administrator to pay particular attention to achieving results and sustainability in UNV activities, both in implementation and reporting. The main programme results chapter of this report addresses these concerns through a representative sample of UNV-supported activities, drawn from every region, under the three business model areas, namely, advocacy, integration and mobilization.

3. To strengthen results analysis and reporting, five workshops were held in late 2007 focusing on volunteerism for development in governance; natural disasters; post conflict; youth; and volunteer infrastructure, covering 18 countries and drawing on reflections of serving volunteers on achievements, challenges and lessons from their work. Stakeholders and substantive experts validated the workshop conclusions and highlighted the distinctive contributions of UNV to development and peace.

4. The work of UNV is informed by processes taking place on United Nations reform and the Triennial Comprehensive Policy Review of Operational Activities for Development of the United Nations System. The organization is eminently positioned – in accordance with its mandate – to serve the entire United Nations system, improving development effectiveness by providing UNV volunteers as national and international specialists; mobilizing local volunteers and online volunteers; and stimulating an enabling environment for volunteerism at the national and global levels. UNV is working to align programme financial practices and protocols to requirements under the harmonized cash transfer modality and to adjust UNV instruments to the related common programming tools rolled out by UNDP.

5. A chapter on management results section follows one on programme results, and challenges and opportunities are summarized in the last section. An annexed statistical overview on UNV volunteers and a financial overview of UNV are available on the Executive Board website.

II. Programme results

Introduction

6. The UNV business model, introduced at the Executive Board 2006 annual session, brought greater coherence to, and understanding of, UNV activities and impact. The present report highlights achievements in the three areas of the business model and its seven related key results, outlined in annex 1 of the Administrator's report on UNV for 2006. The three areas of distinctive contribution, also introduced at the annual session 2006 – access to services and service delivery; stakeholder inclusion and participation; and community mobilization through voluntary action – describe the value added by UNV to programmes of partner organizations. They are integral to the work of UNV and are therefore reflected in the examples presented.

7. UNV has made extensive efforts to adapt all aspects of its work to the business model. Since only 18 months elapsed between the introduction of the business model introduction and the end of the reporting period, alignment of activities is still ongoing.

8. UNV activities continue to be guided by the four focus areas of the UNDP strategic plan and are steadily evolving towards greater substantive contributions of volunteerism to meeting development challenges, especially the Millennium Development Goals. As a result, UNDP is increasingly mainstreaming volunteerism in its own advocacy and programmes. Support of UNV in promoting volunteerism for development in the United Nations Development Assistance Framework (UNDAF) process is especially critical in this respect, and there is scope for further progress.

9. UNV is committed to working within the United Nations reform process, especially at the country level. Reflecting the historically strong relationship with UNDP, about 28 per cent of UNV activities, in financial terms, are with UNDP. UNV results also support the strategic objectives of over 25 entities of the United Nations system in terms of peace and development effectiveness. Thus, UNV offers a unique platform to facilitate joint programming.

A. Global advocacy on volunteerism for development

10. General Assembly resolutions A/RES/56/38, A/RES/57/106 and A/RES/60/134 requested UNV to advocate for, and promote a better understanding of, volunteerism as a powerful development resource. UNV works with governments and partners worldwide for increased recognition and understanding of volunteerism as a sustainable, culturally adapted development asset, and promotes it as an integral part of international and national development agendas.

11. Advocacy by UNV was strategically directed towards convening, recognition, facilitation and networking amongst key national and international volunteer organizations, involving stakeholders from the public sector and civil society, and giving visibility to 'best practices' in volunteerism for development. Substantive guidance was provided through UNV-supported websites, UNV guidance notes, and various publications.

12. UNV also explored and acted on opportunities to reach new audiences, and utilized them to showcase the relevance of volunteerism. These openings have the potential to develop into long-term strategic partnerships.

Key result 1.1. Volunteerism is included in international and national development agendas.

13. Global partnerships have led to increasing recognition of volunteerism and its inclusion in development agendas. In 2006, UNV renewed a tripartite memorandum of understanding with the World Alliance for Citizen Participation (CIVICUS) and the International Association for Volunteer Effort (IAVE) focusing on advocacy for volunteerism and achieving the Millennium Development Goals. Joint workshops were organized at CIVICUS Global Assemblies and the IAVE World Conference related to the preparation of a joint publication on volunteering and social action.

14. An expert group workshop organized in 2007 with the United Nations Department of Economic and Social Affairs, focused on volunteerism as one route whereby excluded people could participate in development. UNV also hosted the 2006 global meeting of the International Forum of Development, a group of over 20 international and bilateral volunteer sending organizations.

15. In July 2006 the Africa Union adopted the African Youth Charter, committing member states to developing policies and programmes for youth volunteerism at local, national, regional and international levels. Also in 2006, the Fifth African Development Forum on Youth and Leadership in the 21st Century called for establishing an 'African Youth Corps'. UNV was progressively engaged through

advocacy, providing technical advice, and participating in meetings of the African Union. UNV was invited with other United Nations entities to join as member of the African Union steering committee.

16. UNV joined a 2006 stocktaking exercise of tsunami media coverage by over 30 media professionals, disaster researchers/managers, and development communication specialists from tsunami-affected countries in Asia. One outcome was a chapter on volunteerism, prepared by a UNV volunteer who served in Indonesia, in *Communicating Disasters – An Asia Pacific Resource Book* co-published by the UNDP-Bangkok Regional Centre and Television for Education – Asia Pacific. The book aims to leverage the reach of media to better inform citizens and save lives.

17. UNV advocates for volunteerism at the national level through UNV country office teams, and with support from UNDP country offices, in about 80 countries. A 'National Centre for Giving and Volunteering' was established in **Thailand,** prompted partly by a UNV-facilitated government visit to Japan and UNV support to the preparation of a study and a national forum on volunteerism.

18. International Volunteer Day (IVD), on 5 December, continues to be an important platform for UNV to advocate for volunteerism, particularly at the country level. From a one-day celebration, IVD is evolving into a showcase for volunteer contributions to development. IVD is organized at the country level by national and local committees, volunteer involving organizations, national and local governments, private sector, and United Nations entities, supported by UNV country office teams and UNV volunteers. Activities range from conferences, parades and sports competitions to volunteer fairs. Community IVD events often highlight issues such as access to services, and call for more participation in development programmes.

19. The Egypt IVD 2006 received the UNDP Administrator's award for innovation and creativity. Initiated and supported by UNV, representatives of Government, civil society and United Nations organizations gathered on the banks of the Nile for the closing ceremony of the 'Sailing the Nile' initiative and the launch of the first UNDAF for Egypt. Eight feluccas representing the Millennium Development Goals sailed the Nile from United Nations Day to IVD, raising awareness and encouraging people to work towards achieving the Goals. The United Nations country team (UNCT) adopted the initiative as an annual event.

20. UNV advocated for including volunteerism for development in publications at national and global levels, and through other means of communication. The United Nations *World Youth Report 2007* highlights volunteerism as a channel for youth participation in the sub-Saharan Africa context, with best-practice examples from **Benin, Burkina Faso, Mozambique, Sierra Leone** and **Tanzania.** The December 2006 *UN Chronicle* featured UNV with four articles highlighting the important role of volunteerism within the United Nations system.

21. In over 25 countries, advocacy resulted in substantive write-ups on volunteerism in major publications, such as National human development reports, advocacy brochures on the Millennium Development Goals, resident coordinator reports and UNDP annual results reports.

22. The UNV-managed World Volunteer Web website, established in 2003 in response to resolution A/RES/57/106, is an integral part of UNV advocacy work. The website serves as a global clearinghouse for information and resources linked to volunteerism for use in campaigning, advocacy and networking. With a constituency of about 27,000 organizations and individuals, it helps catalyze partnerships among stakeholders globally. In 2006, the website received the World Bank Web for

Development Conference award in the category 'Humanitarian and Development Activism'.

23. To involve UNV volunteers beyond their assignment, UNV researched establishing a 'former UNV volunteers network'. A survey among around 10,000 former UNV volunteers confirmed interest. Ninety per cent of respondents were willing to promote UNV or volunteerism to key groups, and 80 per cent to support volunteer management processes.

Key result 1.2. Policy support for volunteerism is enhanced at international and national levels.

24. Supporting national policy and legislative processes is an important part of UNV advocacy. This includes collaboration in national volunteerism-focused dialogues; work with legislatures; support studies on volunteerism; and technical support on drafting new, or revising existing, legislation. UNV also works with governments in setting-up and managing a variety of volunteer support services.

25. In **Tanzania**, UNV assisted the Ministry of Labour, Employment and Youth Development in formulating a draft volunteerism policy focussing on recognition, promotion and facilitation of volunteerism. The draft policy is in line with M'kukuta and M'Kunza (Swahili acronyms for 'national poverty reduction' and 'growth strategies for Tanzania mainland and Zanzibar Islands', respectively), which support citizen participation in development. While Parliament is reviewing the draft policy, the Ministry, with UNV support, began to pilot elements of the policy, conducting eight regional youth work camps focusing on local development results and directly or indirectly benefiting some 6,000 young people through enhanced access to markets, increased school enrolment and improved food security.

26. In **Burkina Faso**, **Mozambique**, **Niger** and **Togo,** UNV, collaborating with bilateral volunteer sending organizations, supported the Governments in developing new legislation providing formal recognition of volunteerism for development. Approaches included organizing national dialogues on volunteerism; developing partnerships aimed at establishing legal frameworks; strengthening the capacity of volunteer associations; piloting the placement and management of national volunteers; and setting up administrative and logistical structures for promoting and managing volunteers.

27. While passing volunteer legislation is an important first step, momentum needs to be maintained through to the regulation of new laws and revision of outdated ones. In December 2005, the National Congress of **Bolivia** enacted a volunteer law. UNV involvement started prior to the approval of the bill and continued thereafter, through participation in consensus-building with local volunteer organizations on the regulatory framework, and creating a National Council of Volunteers. In **Brazil**, UNV supports reform of the 1995 volunteer law, given recent changes in the national context for volunteering.

28. In **China**, UNV shared international best practices on volunteer legislation with the Municipality of Beijing, many of which were integrated into the regulations on promoting voluntary service adopted by the city in 2007. UNV supports youth organizations and other local partners in implementing these regulations and promoting them as models throughout China. By supporting the Olympic volunteer programme, UNV aims to support the longer-term mobilization of volunteers for local development.

29. The Ministry of Culture and Information of **Kazakhstan**, together with the UNCT and representatives of civil society organizations, formed a working group that undertook research on volunteerism in the country. The report, to be finalized in

2008, will serve as input to the 'Kazakhstan 2030' national development plan. UNV involvement started in October 2007 with a presentation on volunteerism during the Third Kazakh National Forum on Civil Society.

30. By drawing attention to the economic contribution of volunteerism, UNV, together with partners, is increasing recognition by governments. Improved policy frameworks for volunteerism is one of the expected outcomes from the production of satellite accounts that link national accounts to specific aspects of economic and social life. In 2007, UNV hosted the first Global Assembly on Measuring Civil Society and Volunteering. Organized jointly with the United Nations Statistics Division and Johns Hopkins University the event gathered officials from government statistical agencies and civil society partners from 45 countries, the United Nations, the International Labour Organization and several foundations. Ongoing UNV and Johns Hopkins University support to statistical agencies in nine pilot countries is producing solid economic data on non-profit institutions and volunteering, while implementing the United Nations *Handbook on non-profit institutions*. The first satellite account on national volunteerism has been prepared and the national statistics authority of **Brazil** will publish it in 2008. In another pilot, in **Mali**, collaboration with Johns Hopkins led to a sensitization campaign on the importance of satellite accounts of non-profit institutions and the preparation of a survey protocol pre-tested on Bamako-based non-profits.

31. UNV continued to advocate for the gender dimension of volunteerism. The joint UNV/United Nations Development Fund for Women (UNIFEM) Latin America regional project 'Engendering budget: Valuing women's contributions to national development' demonstrated volunteer roles at the local level in gender-sensitive participatory budgeting. Subsequently, the municipality of Cochabamba, **Bolivia**, decided to allocate more resources to addressing women's needs. There, and in Villa Salvador, **Peru**, tools developed for formulating and monitoring public expenditure from a gender perspective are being used by women's groups to analyze municipal government plans. In Rosario, **Argentina**, and in Cuenca, **Ecuador**, women elected to community decision-making bodies started new volunteer organizations to tackle social issues such as violence in their communities.

32. Another example of UNV advocacy for women's contributions through volunteerism was in the Economic Community of West African States, specifically **Benin**, **Burkina Faso**, **Guinea**, **Mali**, **Niger** and **Senegal**, where a regional strategy on strengthening rural women's economic capacities is being supported jointly with UNIFEM..

B. Integrating volunteerism in development programming

33. Volunteerism is a powerful complement in delivering national development strategies. Participation of all citizens is essential to achieve the Millennium Development Goals, and volunteering channels such participation, ensuring local ownership, sustainability, and outreach. In this context, UNV works to integrate volunteering into UNDP country programme action plans, UNDAFs and other United Nations system initiatives, as well as in programmes of development partners. Progress is measured through new programme agreements, the range of initiatives involving UNV volunteers and other volunteers, and replication and scaling-up of programme initiatives by partners.

34. To ensure the capacity to support integration efforts, UNV staff training on the common country assessment (CCA)/UNDAF and the United Nations common country programming process was undertaken in 2007 at UNV headquarters with United Nations system Staff College support. In addition, a guidance note on

'Programming Volunteerism for Development', to assist stakeholders in incorporating volunteerism into the UNDAF, was developed through a broad consultative process and will be included as an annex to the revised CCA-UNDAF guidelines.

Key result 2.1. Volunteerism becomes a regular feature of the programmes of development partners and peacebuilding operations.

35. Integration of volunteerism for development was achieved through references to UNV or volunteerism in 41 UNDAFs and 29 UNDP country programme action plans, compared to nine UNDAFs in 2005.

36. The 2007-2011 UNDAF of Senegal identified promoting volunteerism as a vehicle for increased aid effectiveness in implementing the poverty reduction strategy paper and was the basis for the joint formulation, with UNDP and United Nations entities, of the project 'Support to coordinating volunteerism promotion', promoting the adoption of a legal framework for involving volunteers and establishing a volunteer coordination centre. The UNDAF 2007-2011 and the UNDP country programme action plan for **South Africa** incorporate volunteer involvement to facilitate efficient service delivery to vulnerable people. The **Sri Lanka** UNDAF, 2008-2012, highlights the voluntary sector's role in encouraging citizen engagement. The **Viet Nam** 'One UN' programme encourages people's participation and highlights the role of volunteerism, especially relating to youth and people living with HIV/AIDS. Both the **Laos** country programme action plan for 2007-2011 and the **India** plan for 2008-2012 note the role of volunteerism for improved service delivery, social inclusion and people's participation. The **Guatemala** UNDAF, 2005-2009, seeks to foster dialogue between government and civil society and uses volunteer-related activities to involve vulnerable groups in decision-making. The **Albania** UNDAF and country programme action plan 2006-2011 acknowledge contribution of volunteerism to improved public service delivery and the social inclusion of marginalized youth and women.

37. The inclusion of volunteering in development partners' operational programmes was particularly pronounced in UNDP. Nearly 500 UNDP projects integrated volunteerism or UNV volunteers. In **Ukraine,** the participatory community development component of the UNDP Chernobyl recovery and development programme was strengthened through volunteer engagement, enhancing networks among existing community and civil society organizations, and building capacity of community organizations to implement development activities. The UNV contribution was mentioned favourably in the Secretary General's 2007 report, *Optimizing the international effort to study, mitigate and minimize the consequences of the Chernobyl disaster.*

38. In the context of the United Nations reform agenda for integrating peace and development initiatives, UNV worked with humanitarian, peacekeeping and peacebuilding entities to reorient functional areas where UNV can contribute most effectively to shared mandates and programmes. UNV participated in inter-organization programme assessment missions, and in planning United Nations operations in the Darfur region of **Sudan** and in **Nepal,** including deployment of national UNV volunteers in peace operations.

39. Global memorandums of understanding with the Department of Peacekeeping Operations, (DPKO), the Peacebuilding Commission, the UNDP-GEF Small Grants Programme, Habitat, the Office of the United Nations High Commissioner for Refugees (UNHCR), the World Food Programme (WFP), the Food and Agriculture Organization (FAO) and the United Nations Children's Fund (UNICEF) were revised, signed, or are under negotiation to align them more closely with the UNV

mandate. At the national level, new partnership agreements were established in 41 countries.

40. Partnerships were expanded with UNHCR on reintegration in West Africa; with WFP on its 'Ending Child Hunger' initiative and the 'Fight Hunger' campaign; with WHO on its 'Health Action and Crises' programme; with UNICEF on regional collaboration in Africa and Asia; with FAO on web-based initiatives; and with the United Nations Division of Public Information and the 'United in Music' Foundation to create the 'Orchestra for the United Nations', which will serve as a vehicle to promote United Nations ideals and volunteerism worldwide.

41. Sensitive and complex development challenges require integrated responses. In **Honduras**, seven United Nations organizations cooperated in the 'Support to Human Security' programme by liaising with local volunteering organizations, in three municipalities, to engage youth in volunteering initiatives to prevent their joining violent gangs. In **Sudan**, UNFPA, the Ahfad University for Women, and UNV partnered to combat female genital mutilation. Building on lessons learned from similar initiatives in Sudan and other countries, including **Egypt**, volunteers from diverse backgrounds raised awareness on the negative impact of female genital mutilation. The rate of targeted schoolgirls not subjected to the practice increased from 21 to 36 per cent between 2006 and 2007. With government support and local leadership involvement, the project is being replicated in other parts of Sudan.

Key result 2.2. The distinctive contribution of volunteerism in development activities is further demonstrated.

42. The distinctive contribution of volunteerism is further demonstrated in the range of initiatives involving UNV and other volunteers, and by partners replicating and scaling up programme initiatives. In **Kenya**, two UNV volunteers working in central government assisted in country-wide dissemination of a Kiswahili version of the economic recovery strategy, raising awareness of rural people of its implications. Within the Southern African Capacity Building Initiative, 15 national UNV volunteers at the National AIDS Council in **Zimbabwe** supported the development, monitoring and evaluation of HIV/AIDS district plans, contributing to better utilization of financial resources.

43. UNV contributes to development effectiveness through enhancing access to services and service delivery. In **Malawi**, 41 UNV volunteer doctors provided health services and enhanced health personnel skills and coached local volunteers to provide home based care. In **Tanzania,** 25 national UNV volunteers facilitated the participatory elaboration of local development plans reflecting the needs of some 25,000 women, people living with HIV/AIDS, and youth. .

44. To ensure national outreach, UNV works with local volunteering organizations. In **Benin**, through the 'MDG Facility' and with country-office team support, Boy Scout leaders were trained in volunteerism and organizing HIV/AIDS sensitization sessions for youth. The Scout movement is integrating these into its global initiative 'Red ribbons for Scouts'.

45. Replication and scaling-up of successful pilot projects by partners multiplies development results. In **Colombia**, to support the poverty eradication programme of the Mayor of Bogota, UNV involved about 2,000 university volunteers at 41 universities to raise awareness among some 123,000 community members on the contribution of volunteerism to the Millennium Development Goals. Inspired by this, other universities set up their own volunteer activities. UNV provided technical advice on volunteer management and administration to the 'Young Ambassadors for Peace' pilot initiative in **Guinea Bissau**, **Togo**, **Sierra Leone**, **Liberia** and **Côte d'Ivoire,** which will field 200 volunteer 'young ambassadors for peace' to be

placed in civil society organizations, government and educational institutions to support peace and development.

46. In **Kyrgyzstan**, the UNV-UNDP 'Integrated Youth Programme for Development and Peace' replicates the successful approach of supporting youth groups and teams of local volunteer trainers piloted during 2004-2006. A natural-resource management project implemented with the United Nations Convention to Combat Desertification in **Cape Verde** was replicated in **Zimbabwe, Ethiopia and Zambia**. It builds youth volunteer capacity in integrated watershed management, stream and gully stabilization, and planting multipurpose trees, and enables youth to undertake income-generating activities. In **Brazil**, following a similar publication in **Honduras**, UNDP and UNV jointly published *50 Brazilian Ways to Change the World*, illustrating practical, successful and easily replicable local Millennium Development Goals-related initiatives that include volunteerism.

C. Mobilizing volunteers for development and peace

47. To support national development and peace objectives, UNV seeks to enable a broader cross section of society to participate in their own development through locally adapted forms of voluntary action. UNV involves international and local volunteers in various strategic ways. First, full complementarity is sought with national development and peacebuilding goals; second, diversity is sought in terms of the gender, age and geographical origin of volunteers; third, attention is paid to diverse areas of intervention that include poverty reduction, governance, humanitarian assistance, peacebuilding, crisis prevention and recovery, health, HIV/AIDS, and the environment; and fourth, at the core, are partnerships with a range of partners from government, the United Nations system, civil society and the private sector.

48. The international community, through successive resolutions of the United Nations General Assembly, recognizes that addressing global challenges calls for involving large numbers of people through volunteerism. Besides the approximately 7,500 UNV volunteers that UNV deploys annually, UNV supports the mobilization of many other volunteers through projects and partnerships, including from universities, the private sector, and online sources.

Key result 3.1. Increased mobilization of volunteers for Millennium Development Goals-related and peace-building activities.

49. Growing recognition of contributions of volunteerism to achieving the Millennium Development Goals is reflected in sustained demand for UNV volunteers by governments and other partners. In line with the international community, UNV supports efforts to achieve the Goals particularly in sub-Saharan Africa. Some 3,600 UNV volunteers are deployed in Africa. About 43 per cent of all UNV volunteers originate from Africa, approximately 80 per cent of who serve in the region; and about half of those in humanitarian and peacekeeping operations.

50. To strengthen national capacities for domestic volunteering and advocacy, UNV established in 2005, with SVF resources, the 'MDG Facility'. **This** grants up to $50,000 in seed funding to local non-governmental organizations (NGOs) and civil-society groups for initiatives promoting the Millennium Development Goals. Twenty-nine projects were implemented in 27 countries. In the **Great Lakes** region of Africa, the Facility funded advocacy and mobilization activities implemented through a regional association of women's organizations. Results included improved access to and quality of social services; enhanced community understanding of rights; greater dialogue between government officials and community representatives; and income-generating activities. In **Bangladesh**, local capacity for

sustainable poverty reduction was developed. Twenty-six national and four international UNV volunteers helped local communities and municipalities in three districts, comprising some 65,000 households, identify solutions to local problems by establishing local development committees and providing training.

51. Conditions for sustainability include meaningful participation of people at local level in designing and implementing development initiatives; partnership-building between government and local communities; and mobilization of citizens through volunteerism. In the **Democratic Republic of the Congo**, UNV joined the government, FAO, a local volunteer association, and local people to develop an environmental project in the Lubumbashi district targeting some 20,000 inhabitants. Through mobilizing volunteers – mostly women – communities were sensitized to good environmental management; community leaders, teachers and inhabitants were trained in environmental protection; environmental management was integrated into school curricula; and 45 square kilometres of commonly managed land was rehabilitated.

52. An innovative approach in post-conflict situations was to create 'UNV action teams'. Teams of UNV volunteers operating in 15 post-conflict countries, working beyond their technical work assignments, mobilized hundreds more volunteers. In **Burundi,** such volunteers provided training and technical support to older women and widows – the most affected by years of civil war – to undertake income-generating activities. In **Côte d'Ivoire**, the social reintegration of young girls was supported through literacy courses and HIV/AIDS sensitization. There are plans to scale up this experience in other Ivorian communities.

53. Newly elected governments in post-conflict countries prioritize reinforcement of the rule of law and restoration of social services. Two hundred UNV civil affairs officers, in seven peacekeeping operations, facilitated partnerships between government authorities, the United Nations and the local population. In **Liberia**, 2,894 citizens in remote areas – 69 per cent women and children – have access to vital health services resulting from a joint United Nations, military, and Ministry of Health medical-outreach initiative, facilitated by UNV. Collaboration between the local administration, local development committees and community leaders was essential to its success. The Ministry of Health is replicating the initiative elsewhere in the country.

54. Volunteerism contributes to building trust and promoting respect for human rights and justice in post-conflict situations. Awareness-raising and training in human rights and justice provided by UNV volunteers in **Uganda** led to the establishment of 26 human rights clubs comprising 6,478 school children, and human rights desks in the local administrations of six northern Ugandan districts, contributing to reinforcing confidence in peacebuilding and building social capital.

Key result 3.2. Wider diversity in the composition and fields of involvement of these volunteers.

55. Diversity in the UNV programme was reflected in various ways. First, geographic diversity in the origin and destination of the volunteers. Second, professional diversity in the UNV roster, with over 100 professional categories and over 200 types of assignments. Third, progress towards achieving gender balance among serving UNV volunteers. Fourth, opportunities for other groups to volunteer, such as youth and disadvantaged groups. A final aspect is the distribution against the UNDP practice areas; in 2006-2007, 37 per cent of UNV volunteers served in poverty reduction (including responding to HIV/AIDS); 14 per cent in democratic governance; 47 per cent in crisis prevention and recovery; and 2 per cent in energy and the environment.

56. Within poverty reduction, the 'Greater Involvement of People Living with HIV/AIDS' project in **Viet Nam** replicated other UNV activities by facilitating the participation of people living with HIV/AIDS in initiatives to combat it. It reduced stigma and discrimination by educating local service providers, thereby ensuring better access to needed services for people affected. The Viet Nam Women's Union implemented the project in four provinces, with UNV and UNAIDS support. The project will be scaled up within the Vietnamese 'One UN' programme. In **Guyana,** in partnership with UNDP and the François-Xavier Bagnoud Foundation, bilateral funding was mobilized for a doctors' programme addressing HIV/AIDS.

57. Since environmental issues have direct impact at the community level, UNV expanded its global partnerships in this area. UNV and GEF-SGP are partnering with the UNDP global 'Community-based adaptation to climate change' project. At local level, in the 'sustainable livelihoods through community volunteerism' component of the UNDP-GEF 'Tonle Sap Conservation Project' in **Cambodia,** UNV supports community volunteers in reinforcing community participation, supporting linkages with environmental groups and promoting national ownership. Alternative local-level, biodiversity-friendly, income-generating activities were also promoted.

58. In the **Occupied Palestinian Territory** the Asira environmental action programme involved national and international UNV volunteers and local volunteers in establishing a sustainable waste-management system in urban centres and to increase public awareness of public health benefits of proper waste management. Multiple local government and civil society partners were involved, in particular youth and women's associations. A UNV supported waste-management project in **Guinea Bissau** adopted the "*Do no harm*" approach to foster ownership by local participants. The project benefited from a partnership with a multinational environmental engineering company. In **Comoros,** UNV supported an initiative to manage protected areas that involved over 600 volunteers in sensitizing 34 community associations.

59. While the primary focus of UNV continues to be on deploying highly skilled, experienced professionals, efforts to identify opportunities to involve young people in volunteerism continued. Youth are a significant asset for meeting development and peace goals, and volunteerism is a significant channel for realizing their potential. UNV-supported projects with youth focus on the Millennium Development Goals and local development. Thousands of young people mobilized globally through these projects experienced increased ownership of the development processes affecting them.

60. For many countries emerging from decades of conflict, inclusion and empowerment of youth is a national priority. In **Sierra Leone**, UNV and UNDP supported a Government-led national youth empowerment and employment programme. UNV volunteers provided training and mentoring to 15,000 young men and women, who gained the skills and confidence to re-establish sustainable livelihoods.

61. Within the framework of the Tokyo International Conference on African Development (TICAD) process, UNV deployed volunteers through the 'Asia Youth Volunteer Programme' to support local capacity development in Africa. UNV volunteers from **Afghanistan, India, Malaysia, Pakistan** and the **Philippines** transferred knowledge and skills in agriculture and small- and medium-enterprise development to African communities in **Tanzania** and **Zambia**.

62. In **Ecuador**, the 'Quito Young Volunteers' project mobilized over 400 young volunteers from different social strata in support of 25 social projects with over 10,000 indirect beneficiaries. UNV supported strengthening volunteer management

aspects of the initiative. The project led the Quito municipality to recognize the contribution of volunteerism to development, and including funding and staffing in its budget for promotional purposes. In **Bolivia,** the regional government of Santa Cruz is replicating a UNDP/UNV-supported national government programme that provided opportunities for women to work in places and on subjects traditionally inaccessible to them, and engaged young university graduates in municipal development.

63. With UNV and donor support, the 'Regional Integration through Volunteer Exchanges for Reconciliation in South-Eastern Europe' programme has enabled 65 youth volunteers in the Balkan region to volunteer for development in community-based organizations and governmental institutions. The management of this initiative will be transferred to the regional 'South Eastern Europe Youth Network'. Other partners include the 14 national volunteer-coordinating agencies and a bilateral volunteer-sending organization.

64. At the other end of the age spectrum, recognizing and supporting volunteering by older persons is also an area of concern for UNV. In **South Africa**, the Government Department of Social Welfare, with UNV support, is formulating a policy that will enable older persons and youth to participate in community volunteerism, a direct response to rising numbers of HIV/AIDS affected households headed by either older persons or minors.

Key result 3.3. Effective support mechanisms in place for mobilizing and managing volunteers at the international, national and local levels.

65. Mobilizing and managing volunteers requires effective support mechanisms. UNV assisted programme countries in building capacity to establish volunteer infrastructure. In **Egypt,** UNV was instrumental in setting up the 'Volunteer Coordination Unit'; and in **Sri Lanka,** for creating the 'Volunteer Information and Coordination Centre'. In **Niger,** the national volunteerism for development programme worked, with UNV support, to implement a decree signed by the Head of State in August 2007 on creating of a national volunteer structure and the integration of volunteers into national Millennium Development Goals programmes. In **Togo**, UNV helped establish five Regional Consultation Networks to strengthen capacity of local volunteer based associations to work with communities. Collaboration among the voluntary associations involved has since increased.

66. Beyond national and international UNV volunteers, UNV continues to support – either directly or indirectly through partnerships with volunteer involving organizations – other types of volunteering modalities such as online, corporate, university, and the transfer of knowledge to expatriate nationals.

67. The UNV online volunteering service uses the dynamism of the Internet and its growing universality. About 60 per cent of the online volunteers were women, while 40 per cent of all online volunteers came from developing countries. From 2006 to 2007, the number of both assignments and registered online volunteers increased by 30 per cent. UNV annual online volunteering awards recognize the diversity of development organizations and online volunteers that use this free service, and the development impact generated. A 2007 award-winning collaboration provided technical expertise on geographic information systems to the African Conservation Foundation in **Cameroon,** contributing to developing community co-management and forest conservation strategies for the protection of critically endangered great apes populations. To meet fast growing demand, a new online volunteer service information technology platform will be launched in 2008, with donor support.

68. The worldwide trend of increased interest in corporate social responsibility creates opportunities for growth. In the framework of the UNV partnership with the private sector, company employees and members of associations of senior professionals volunteer their time and expertise to strengthen development solutions and share their know-how with communities. In **Benin**, under the auspices of UNDP, these volunteers provided training in food production to 37 members of a women's association in rural areas who were able to diversify the product range using locally resourced raw materials, and thus boost their income. They shared their new skills with other community members, thus ensuring the dissemination of knowledge.

69. UNV developed partnerships to support university volunteers. A UNV intern programme, supported by some donors, provides an opportunity for approximately 60 recent graduates a year to volunteer in offices of UNDP, United Nations entities and NGOs. Some 117 students from universities all over the world were deployed to UNV-supported projects. Through projects and partnerships, UNV also mobilized university volunteers in programme countries.

70. Following the adoption of the Hyogo Framework for Action at the 2005 World Conference on Disaster Reduction, which recognized volunteer contributions in disaster risk management, UNV intensified its work in disaster risk management, especially on strengthening community capacity to respond to and prevent disasters. This complemented UNDP efforts to strengthen national capacities and provide high-quality advice in crisis prevention and recovery situations. Volunteer components in projects in **India, Indonesia, Pakistan and Sri Lanka** exemplify UNV work in this area.

71. In **India**, with UNDP, in support of Government efforts, 326 national UNV volunteers supported the roll-out of disaster-management plans in over 78,000 villages. Building on community knowledge and resources, and working with tens of thousands of predominantly illiterate people, they facilitated the development of village-specific maps, evacuation plans and contingency strategies, and helped identify and develop the capacities of local authorities and volunteer taskforces.

72. Following the October 2005 earthquake in **Pakistan**, UNV, in collaboration with UNDP, supported the Government in creating a national volunteer movement to mobilize volunteers, coordinate the activities of volunteer involving organizations, promote good volunteer management, advocate the value of volunteerism, and develop a database of 15,000 volunteers. Beyond the focus on disaster-related work, the movement developed other initiatives, including 'Clean Pakistan', mobilizing 700 volunteers to raise awareness on health and hygiene. In 2006, the Prime Minister awarded UNDP and UNV with a commemorative shield recognizing their contributions.

73. UNV continued to support community reconstruction in tsunami-affected areas, with 260 national and international UNV volunteers. In **Sri Lanka,** the focus was on strengthening national capacities and ownership for disaster risk management. UNV provided support to community-based organizations with GEF-SGP funds. National UNV volunteers helped strengthen local NGO capacity and acted as a vital link between government and affected communities, empowering them to participate actively in post-tsunami rehabilitation and sustainable livelihoods. Another aspect was support to the Human Rights Commission, supporting communities in gaining better access to services.

Learning for effective programming

74. UNV recognizes the need for enhanced monitoring and evaluation for better results orientation. Towards that end, UNV developed tools to strengthen its monitoring and evaluation systems, including a draft project-level results and indicators framework that complements the corporate framework; a revised online volunteer reporting system; a fine-tuned methodology to assess the contribution of volunteerism to development. The use of the tools will be complemented by monitoring and evaluation capacity-development initiatives for UNV staff. To support the effective use of evaluations for accountability, management for results and knowledge-management purposes, UNV joined the UNDP Evaluation Resource Centre, thereby making evaluation plans, terms of reference, evaluation reports and management responses publicly available. UNV is an active member of the United Nations Evaluation Group.

75. UNV undertook 18 thematic reviews, project evaluations and project reviews, covering 18 countries. They confirmed the value UNV adds to multi-partner projects by bridging gaps between grass-roots community work and high-level development policymaking. An evaluation of the reintegration and transition to peacebuilding project in **Sierra Leone** stated that national volunteers, working and living within communities, built trustful and constructive relationships with a wide variety of stakeholders at various levels, including community-based organizations, national and international NGOs, and local and central government.

76. Evaluations confirmed the role of UNV in mobilizing and strengthening participation and solidarity among communities. The final evaluation of UNV support to tsunami rehabilitation and recovery in Aceh and Northern Sumatra, **Indonesia**, stated that, through a combination of technical skill, motivation and dedication to volunteerism, UNV volunteers contributed uniquely to the relief, recovery and reconstruction initiatives of the Government of Indonesia, United Nations entities and NGO partners.

III. Management results

77. The business model and results framework is a results-based management approach providing a coherent conceptual framework for all UNV operations and programming activities. In operationalizing it, UNV took significant steps towards strengthening corporate management, oversight and accountability. Five strategic management priorities were identified, covering the entire scope of UNV programming and management results: policy coherence; programme results; capacity alignment and enhancement; accountability framework; and partnerships.

78. These strategic management priorities inform a results-based corporate management plan that guides and aligns the work of UNV from headquarters section or unit work plans to UNV country office teams in programme countries. This rolling plan identifies key deliverables and activities and strengthens transparency, accountability and organizational efficiency and effectiveness.

79. Management results include: applying the UNDP accountability framework; strengthening the volunteer management cycle including standardization of UNV volunteer assignments and review of recruitment; making progress on gender parity; a knowledge platform assisting the programming of volunteerism for development; and developing a draft strategy on how to communicate the UNV mandate.

80. Within the context of United Nations reform, and to successfully apply the business model, UNV is examining its field capacity located in UNDP country offices; workflow; programme and project execution procedures; improving the

global roster for UNV volunteers; and realignment of the organizational support structure at headquarters.

Accountability framework and risk management

81. Considerable progress was made towards establishing an explicit, coherent accountability framework that reflects managers' responsibilities for results, regularly measures and reports performance, and supports organizational learning. Regular reviews of the implementation of the UNDP internal control framework ensure full compliance with that framework. This effort is reinforced by capacity-building of UNV staff, including in attaining appropriate levels of professional certification in critical operational and management areas.

82. Building on the UNDP enterprise risk management framework, UNV initiated a risk-assessment exercise to introduce a proactive, systematic system for monitoring and mitigating risks. The analysis and options generated by that exercise address some of the identified risks and promote the concept of 'risk ownership'. Strengthened accountability, transparency and risk management will ultimately improve the quality of programme delivery.

Volunteer resources management

83. UNV volunteers exemplify the unique contribution of volunteerism to development, and extend the outreach and responsiveness of the United Nations system to meet development and peace challenges. In the biennium, the average age of UNV volunteers was 37, with 5 to 10 years' relevant professional experience. They served in over 140 countries and came from more than 160. The majority – 77 per cent – came from developing countries, and almost half served in their own country, the remainder carrying out international assignments.

84. Central to the management of UNV volunteers are the conditions of service. For international UNV volunteers, their revision and global roll-out in 2007 allowed for realignment with the evolving nature and longer-term objectives of the UNV programme. The revisions covered a variety of volunteer emoluments, including monthly living allowances, accommodation and other benefits.

85. By the end of 2007, international UNV volunteers had a unified assignment package, administered in a streamlined, consistent manner. Help lines and other tools and communications were provided to country teams to support the rollout. Direct communications to resident coordinators/resident representatives, DPKO and other United Nations partners were sent out to provide an enabling, informed administration.

86. Regarding the national UNV volunteer modality, planning for a desk review was started in late 2007. National UNV volunteers were first recruited in the early 1990s to reinforce local ownership and sustainability in capacity development. Numbers have grown to represent today 36 per cent of total UNV volunteer assignments. The review will examine the variety in type of assignments, projects and programmes under which national UNV volunteers are mobilized, conditions of service, and, above all, how they contribute to addressing national development priorities of programme countries through the promotion of sustainable volunteerism at local and national levels. The review is expected to provide the basis for a policy note and revised operational guidelines on national UNV volunteers.

Gender equality and empowerment of women

87. UNV is committed to gender equality in programming and gender parity in the composition of UNV volunteers and staff. On the organizational side, 49 per cent of UNV professional staff is female, with 71 per cent women at the 'D levels. As per

UNDP practice, short-listing and final selection processes are geared towards achieving and maintaining gender balance while achieving highest levels of competency.

88. At the programmatic level, research is ongoing on volunteerism, unpaid work, and gender; gender focal points at UNV headquarters are reviewing processes to facilitate the inclusion of gender need assessments in UNV supported projects. On the UNV roster for international volunteer assignments, the ratio of female candidates rose from 40 to 43 per cent between 2006 and 2007 due to the strict application of gender-sensitive filters. To ensure a commensurate impact on the number of serving female UNV volunteers, further explicit gender policies are being introduced at submission stage with at least one female candidate included in every short list forwarded to partner United Nations entities.

Knowledge management

89. To strengthen knowledge management, UNV launched a knowledge platform in 2006 facilitating access to key documentation for country-office team and headquarters staff. At the end of 2007, UNV started a knowledge management review to fully harness its knowledge resources. This will result in a phased introduction of additional knowledge products and services. Products may include establishing 'Volunteer for Development' communities of practice; embedding knowledge management in human resources practices; and introducing improved content and document management systems.

Financial resources

90. The following overview of UNV resources is complemented by regular UNDP financial, budget and management reports of the Administrator, an integral part of which consists of UNV-specific information.

91. Annex 2 provides a financial overview of UNV. Information on regular resources relates to the SVF. The designation 'other resources' relates to (a) cash contributions to UNV under trust funds, cost sharing, full funding arrangements and the biennial support budget; and (b) the financial value of UNV volunteer assignments charged directly to agencies and partners. Although the latter does not represent cash contributions flowing through UNV books, it is incorporated in the overview to present the total financial value of UNV activities.

92. As reflected in annex 2, the total estimated value of activities carried out in 2006-2007 was $368 million, about 18 per cent more than in 2004-2005 and 6 per cent more than was estimated for 2006-2007. As reflected in figure 1, approximately 3 per cent was financed from the SVF, 28 per cent from UNDP resources, 61 per cent from United Nations entities, including DPKO, and 8 per cent under co-financing arrangements. With regard to the biennial support budget, the Executive Board, in decision 2005/33, approved the proposals of the Administrator contained in document DP/2005/31/.

IV. Challenges and opportunities

93. The Administrator considers that the last biennium confirmed once more the significant contribution volunteerism makes to development and peace.

94. The Administrator holds the view that UNV made considerable progress in operationalizing its business model and results framework. There is nonetheless a need for continued refinement of indicators, to allow a more precise quantification

and attribution of results. UNV has initiated that process of refinement, to be adopted in future reporting.

95. In implementing its business model, UNV took into account United Nations reform processes, which offer opportunities to mainstream volunteerism for development into programmes of various United Nations organizations. As manager of the resident coordinator system, UNDP is well placed to ensure that the role of volunteerism is fully leveraged in United Nations programme activities, given the important contribution that volunteerism can make to attaining the Millennium Development Goals.

96. Since resolutions A/56/38 and A/57/106, which expanded the UNV mandate to include advocacy and integration, UNV activities have almost doubled in size and considerably expanded in complexity. Staffing levels, however, have remained fairly stable. Enhanced operational efficiency notwithstanding, staff deployments and capacities will need reassessment to ensure responsiveness to ever growing demands.

97. The well-established demand for UNV volunteers, the number of other volunteers that UNV helps mobilize, and the support provided to programme countries in establishing volunteer infrastructure, all attest to continuing strong recognition of UNV as the strategic source of knowledge on United Nations volunteerism and to the need for replication and scaling-up. A multiplier effect going well beyond the resources directly contributed by UNV would be reinforced if host governments and programme partners were to integrate volunteerism in their development plans and programmes.

98. Resources contributed to the SVF are critical for UNV to strengthen its ability to pilot catalytic new approaches to promoting volunteerism. The Administrator views the level of contribution to the Fund as an indicator of confidence in the work of UNV and a key element to maintaining its role as an international promoter of volunteerism for development and peace.

99. Considerable progress has been recorded in the area of gender in terms of staff. UNV will continue to advocate with host governments and/or host United Nations entities for gender parity in serving UNV volunteers.

100. The continuing growth in the number of national UNV volunteers was mentioned in decision 2006/18. UNV recognizes the great potential of this modality for capacity development. At the same time, UNV is concerned to maintain the responsiveness of this modality to different cultural contexts, especially local manifestations of volunteerism. Therefore, a comprehensive review of the subject will be undertaken, and the results reported on at the annual session 2010 of the Executive Board.

101. The growing recognition of environmental challenges by the international community offers opportunities for greater engagement of UNV volunteers in this area, especially supporting grass-roots and community level climate-change mitigation, adaptation and other environmental activities, building on existing partnerships and the UNV community-level knowledge of disaster risk management.

102. UNV has a major opportunity to provide global leadership in the process leading up to the review by the General Assembly, at its 63rd session, of follow-up to IYV 2001, including proposals for marking IYV+10. Success will depend to a considerable extent on the United Nations system taking an active role during the preparatory, implementation and follow-up stages. It is anticipated that IYV+10 will provide momentum for considerably scaling up efforts to mainstream volunteerism for development and peace, with a corresponding impact on the work of UNV.